From: Stephen Best
To: Flock Safety Support
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; Daniel Cohen; jake.sherman@flocksafety.com; Michael Balcorta; Stephen Best
Subject: RE: Camera 086 SB Bradley (north of Hancock) not reading plates at night
Date: Thursday, May 16, 2024 6:49:27 AM

Thank you.

Corporal Stephen L. Best
Santa Maria Police Department
1111 W. Betteravia Rd., Santa Maria, CA 93455
(805)928-3781 X2491
sbest@ci.santa-maria.ca.us
sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Thursday, May 16, 2024 6:41 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Camera 086 SB Bradley (north of Hancock) not reading plates at night

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi Cpl. Best,
Wanted to follow up here and let you know that we are scheduled to replace this camera next week on the 24th.

Thank you for your patience, and stay safe,
Adam

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/3/2024, 10:02 AM
To: support@flocksafety.com
Cc: libby.landers@flocksafety.com; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Subject: RE: Camera 086 SB Bradley (north of Hancock) not reading plates at night

Thank you!

Corporal Stephen L. Best
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From: Flock Safety Support <support@flocksafety.com>
Sent: Friday, May 3, 2024 6:51 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Camera 086 SB Bradley (north of Hancock) not reading plates at night

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

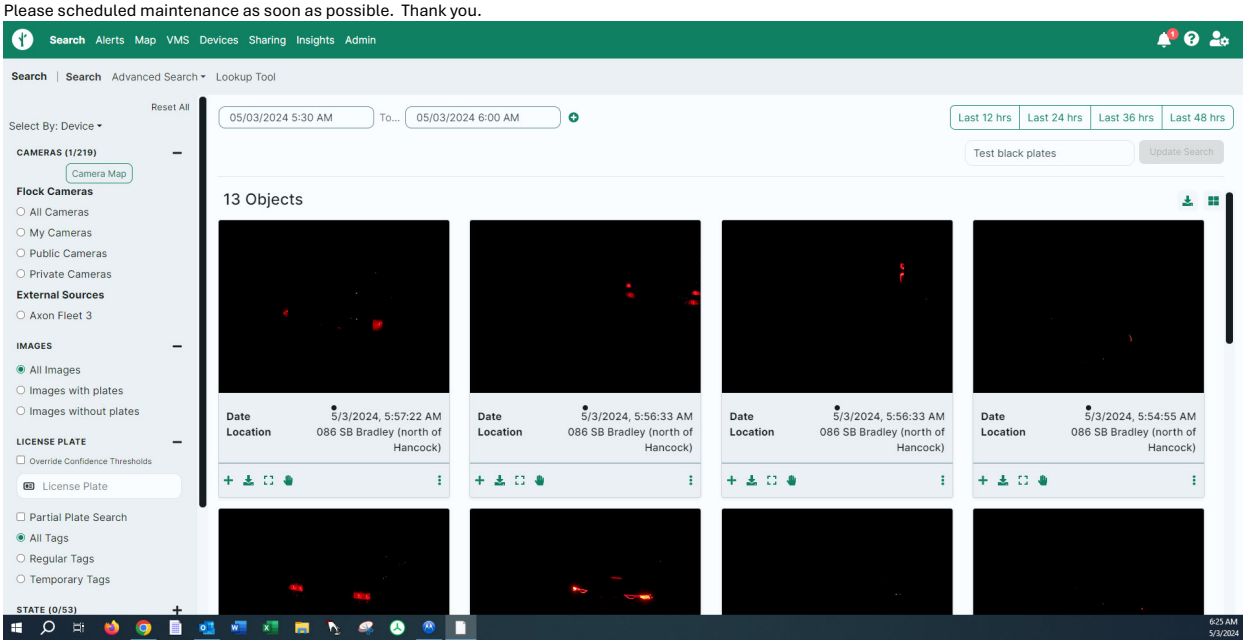
Thank you Corporal Best for reaching out and I apologize for the degraded performance. Getting this to our engineers for their review and resolution now.

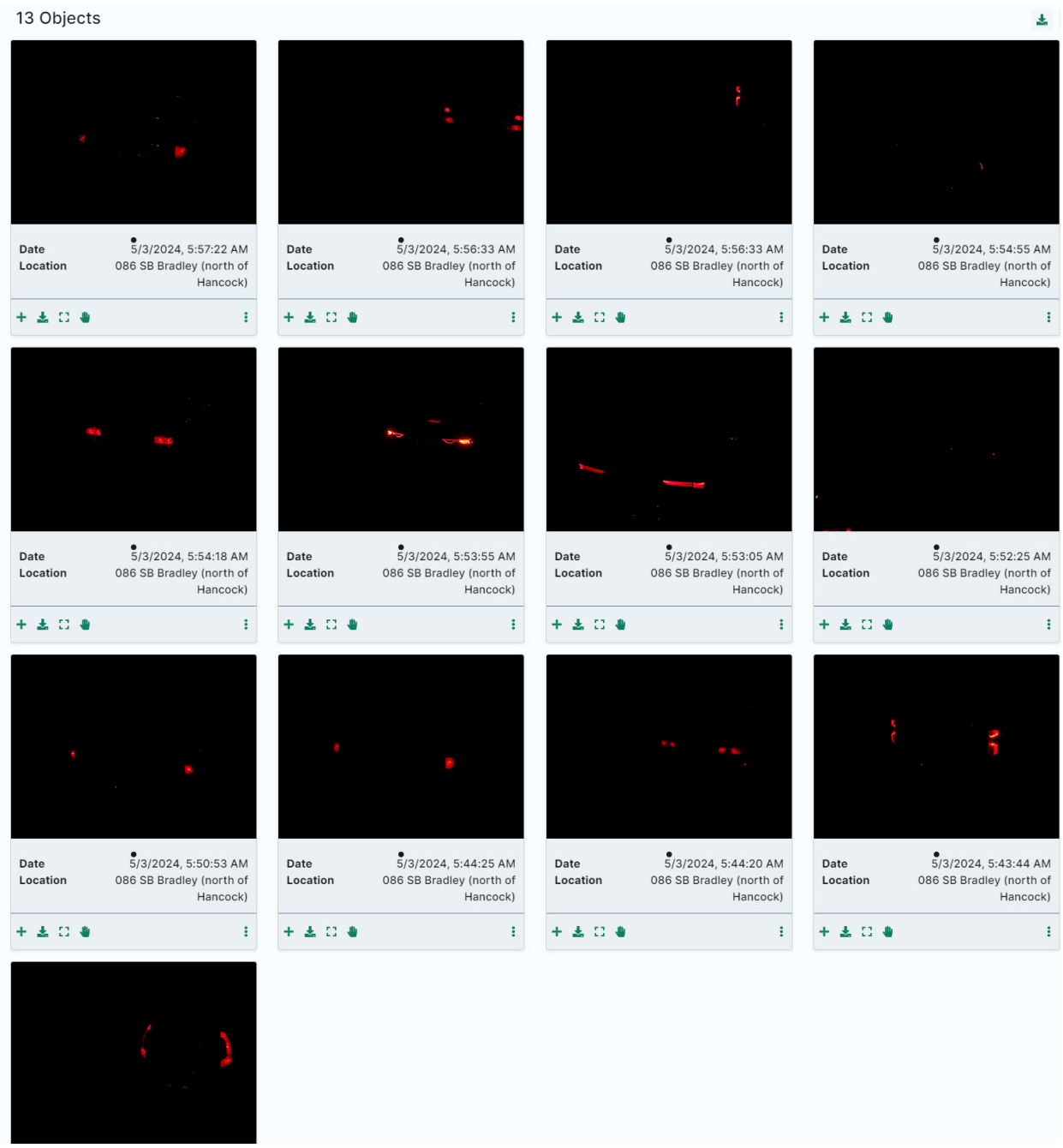
Will keep you posted on what we learn.

Stay safe,
Adam

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/3/2024, 9:35 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: Camera 086 SB Bradley (north of Hancock) not reading plates at night

We've had on-going problems with camera "086 SB Bradley (north of Hancock)"
You replaced it on 11-28-23.
Today I was testing it and found it is not reading any plates at night.
I searched for all plates on 05-03-24 between 0530-0600 Hrs. It had 13 results and 0 plate reads. My vehicle had a white plate at 0540 Hrs. and it didn't even read it.
Please scheduled maintenance as soon as possible. Thank you.




13 Objects
Date 5/3/2024, 5:57:22 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:56:33 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:56:33 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:54:55 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:54:18 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:53:55 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:53:05 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:52:25 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:50:53 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:44:25 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:44:20 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:43:44 AM
Location 086 SB Bradley (north of Hancock)

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